



CITY OF BOTHELL
invites applications for the position of:

Communications Specialist

SALARY: \$4,223.00 - \$5,369.00 Monthly
\$50,676.00 - \$64,428.00 Annually

OPENING DATE: 04/24/13

CLOSING DATE: 05/10/13 05:00 PM

POSITION DESCRIPTION:

Under general supervision, answers and responds to emergency and non-emergency calls for Bothell Police Department (BPD) and Lake Forest Park Police Department and for other contract agencies; identifies and dispatches appropriate police units, and gathers and relays critical information.

EXAMPLES OF ESSENTIAL DUTIES:

- Answers and responds to multiple incoming emergency and non-emergency calls for the Bothell Police Department (BPD) and Lake Forest Park Police Department (LFPPD) and other contract agencies; interviews callers and gathers details; prioritizes calls for service and determines appropriate personnel to respond; dispatches emergency responders; relays pertinent information to law enforcement and emergency services officers in a concise, organized and understandable manner.
- Provides information, instructions and assistance to the public within scope of authority.
- Provides dispatch services for BPD and LFPPD, and keeps track of personnel, incidents, resources, and trends; assist with officer-generated calls as directed; transfers calls for other emergency services.
- Provides detailed call information to Officers as needed; maintains status and awareness of Police patrol unit locations; monitors message traffic and relays information to Officers.
- Performs inquiries and criminal history checks for officers through the Washington State Patrol ACCESS (A Centralized Computer Enforcement Service System) and other computer information systems as appropriate.
- Enters emergency assistance calls into the computer-aided dispatch incident logs; inputs law enforcement and criminal justice system information into the ACCESS computer system as directed; maintains records and files.
- Contacts other law enforcement and emergency services agencies for additional information and resources as needed, and relays information regarding incidents.
- Monitors BPD video screens and notifies supervisor of security problems.
- Notifies key City personnel on critical incidents; follows all BPD policies and

procedures to assure that Officer and public safety is the top priority.

- Enters data to secured database for records and reports; processes forms, records and files; queries system databases as requested; collects statistical data and compiles data for reports.
- Receives and sends information to and from other agencies and jurisdictions.
- Supports the relationship between the City of Bothell and the City Lake Forrest Park and the constituent population by demonstrating courteous and cooperative behavior when interacting with clients, visitors, and City staff; enthusiastically promotes the City goals and priorities in compliance with all policies and procedures.
- Maintains and enforces absolute confidentiality of work-related issues, client records and City information; monitors staff compliance to security procedures and privacy laws, policies and guidelines.
- Calms, negotiates, advises and provides instructions to callers to obtain accurate and essential information.
- Performs related duties as required or assigned.

MINIMUM QUALIFICATIONS:

Education/training equivalent to the completion of the twelfth grade. One year of customer service experience, preferably in a fast paced, multi-tasking work environment is required.

Three years of customer service is desirable.

One year of police dispatch experience is desirable.

Operator certification for the Washington State Patrol ACCESS (a centralized computer enforcement service system) and National Incident Management System (NIMS) training is required for the position but not required at the time of hire. (Training will be provided by the Department.)

A valid Washington State Drivers License may be required.

Knowledge of:

- City policies and procedures.
- Police Department policies and procedures for dispatching law enforcement officers.
- Personal computers, and related law enforcement communications equipment.
- Principles of record keeping, case files and records management.
- Law enforcement agency terminology.
- Applicable state and Federal rules, codes and regulations.
- Local and regional geographical area, road systems, and the locations of landmarks and buildings.

Skill in:

- Handling multiple tasks simultaneously, under pressure, and in emergency and stressful situations.
- Obtaining information from hostile or emotional citizens in a professional and calm manner.
- Communicating clearly and concisely and relaying details accurately.

- Remembering names, numbers and locations, and reading maps quickly and accurately.
- Operating a personal computer utilizing specialized software, and entering information into a computer system with speed and accuracy.
- Establishing and maintaining cooperative working relationships with co-workers and local agencies.
- Closely following verbal and written instructions and procedures.
- Communicating effectively and quickly in the English language, verbally and in writing.

Ability to:

- Learn and understand map reading concepts, including direction of travel, hundred blocks and freeway access.
- Operate a computer, telephone and radio system with specialized and essential peripherals and program applications.
- Report for work on a consistent and predictable basis.
- Maintain a high level of confidentiality and professionalism regarding sensitive internal and external information.
- Deal effectively with people in a multi-cultural society under extremely stressful situations.
- Listen and focus on essential conversations with a large amount of internal and external background noise.
- Quickly work multiple time-sensitive tasks in response to visual and sound stimuli with a high degree of accuracy.
- Work up to twelve (12) hours at a time continuously wearing a communications headset that will cover one ear or fit within the ear canal to one ear, and be able to still hear and understand other outside sound sources not coming into the ear piece.
- Consistently think clearly and respond quickly in a wide variety of emergency situations.

TESTING PROCESS:

Applicants must take and successfully pass the Dispatch test through Public Safety Testing (PST): www.publicsafetytesting.com . **Applicant will not move forward without testing with PST.** As an open position becomes available the following steps occur: oral board interviews, Profile XT/Performance/Personality Assessment, and interview with the Chief of Police. ***Candidates selected for hire will be required to successfully complete a polygraph examination, pre-employment physical and drug screen, and psychological evaluation.*** Candidates hired for these positions will receive on-the-job training.

ADDITIONAL INFORMATION:

1. **Work is performed at variable hours and on rotating shifts, including weekends and holidays.**
2. **Current shifts are 6 AM to 2 PM, 2 PM to 10 PM and 10 PM to 6 AM with a four-month rotation, with various cover shifts possible during vacation and sick leave coverage.**
3. Requires ability to sit at a communication console for extended periods of time and to

- quickly move between several workstations.
4. Work must be performed with speed and accuracy and requires a high degree of computer keyboard proficiency. This position requires the ability to make effective, immediate decisions regarding life-threatening situations based on established rules, regulations and procedures.
 5. The probation period is 12 months. Employee is eligible for salary step increase after 12 months of employment based on successfully meeting performance standards; performance appraisals are scheduled every six months. An internal, regular City employee selected for this position must successfully complete a six-month initial probation period. If employee does not satisfactorily complete initial appraisal period, employee will return to their previous position.
 6. FLSA non-exempt position. Represented by Local #3845 of American Federation of State, County and Municipal Employees (AFSCME).

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Work is performed in a fast paced, high volume call center and includes night, evening, weekend, and holiday shifts. Uninterrupted breaks not guaranteed, must be available for mandatory overtime on short notice.

THE CITY VALUES DIVERSITY IN ITS WORKPLACE AND COMMUNITY. ALL QUALIFIED CANDIDATES ARE INVITED AND ENCOURAGED TO APPLY. THE CITY OF BOTHELL IS AN EQUAL OPPORTUNITY EMPLOYER AND DOES NOT DISCRIMINATE ON THE BASIS OF SEX, MARITAL STATUS, RACE, COLOR, CREED, NATIONAL ORIGIN, SEXUAL ORIENTATION, AGE OR DISABILITY.

APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.ci.bothell.wa.us/>

Position #2013-00039
COMMUNICATIONS SPECIALIST
SW

18305 101st Avenue NE
Bothell, WA 98011

425-489-3437

humanresources@ci.bothell.wa.us

Communications Specialist Supplemental Questionnaire

- * 1. Have you worked with the public in stressful situations?
☐ Yes
☐ No
2. If yes, where? (Business Name) Please indicate dates.
- * 3. Have you worked variable hours and rotating shifts, including weekends and major holidays? (Please indicate the ones you've worked and give the hours of the graveyard shifts you've worked.) Shift Weekends Holidays
4. If yes, where? (Business Name) Please indicate dates.
- * 5. Have you worked in a position that required last minute extension of shift hours or being called in early to extend shift?
☐ Yes
☐ No
6. If yes, where? (Business Name) Please indicate dates.
- * 7. Have you worked in situations with frequent interruptions, requiring the ability to shift focus and prioritize job tasks?
☐ Yes
☐ No
8. If yes, where? (Business Name) Please indicate dates.
- * 9. Have you performed dispatcher activities?
☐ Yes
☐ No
10. If yes, where? (Business Name) Please indicate dates.
- * 11. Have you operated a two-way radio?
☐ Yes
☐ No
12. If yes, where? (Business Name) Please indicate dates.
- * 13. Have you performed data entry?
☐ Yes
☐ No
14. If yes, please list equipment and software used for data entry.
- * 15. Have you worked in a team environment?
16. If yes, where? (Business Name) Please indicate dates.
- * 17. Have you operated a multi-line phone system?
☐ Yes
☐ No
18. If yes, where? (Business Name) Please indicate dates.

* 19. Do you have experience with customer service (in person)?

- ☐ Yes
☐ No

20. If yes, where? (Business Name) Please indicate dates.

* 21. Do you have experience with customer service (via phone)?

- ☐ Yes
☐ No

22. If yes, where? (Business Name) Please indicate dates.

* 23. Have you had experience in the work place making quick decisions/thinking on your feet?

- ☐ Yes
☐ No

24. If yes, where? (Business Name) Please indicate dates.

* 25. Have you used a 'split ear'? (Monitoring/listening to two or more things at once.)

- ☐ Yes
☐ No

26. If yes, where? (Business Name) Please indicate dates.

* 27. Have you dealt with confidential information?

- ☐ Yes
☐ No

28. If yes, where? (Business Name) Please indicate dates.

* 29. Have you worked for long periods of time without the ability to move about?

- ☐ Yes
☐ No

30. If yes, where? (Business Name) Please indicate dates.

* 31. Do you have a high school diploma or the equivalent?

- ☐ Yes
☐ No

* 32. Have you been employed by the City of Bothell in the past?

- ☐ Yes ☐ No

* 33. Please indicate your years of experience providing customer service in person and/or on the phone.

- ☐ 0 - 11 months
☐ 1 year

* Required Question